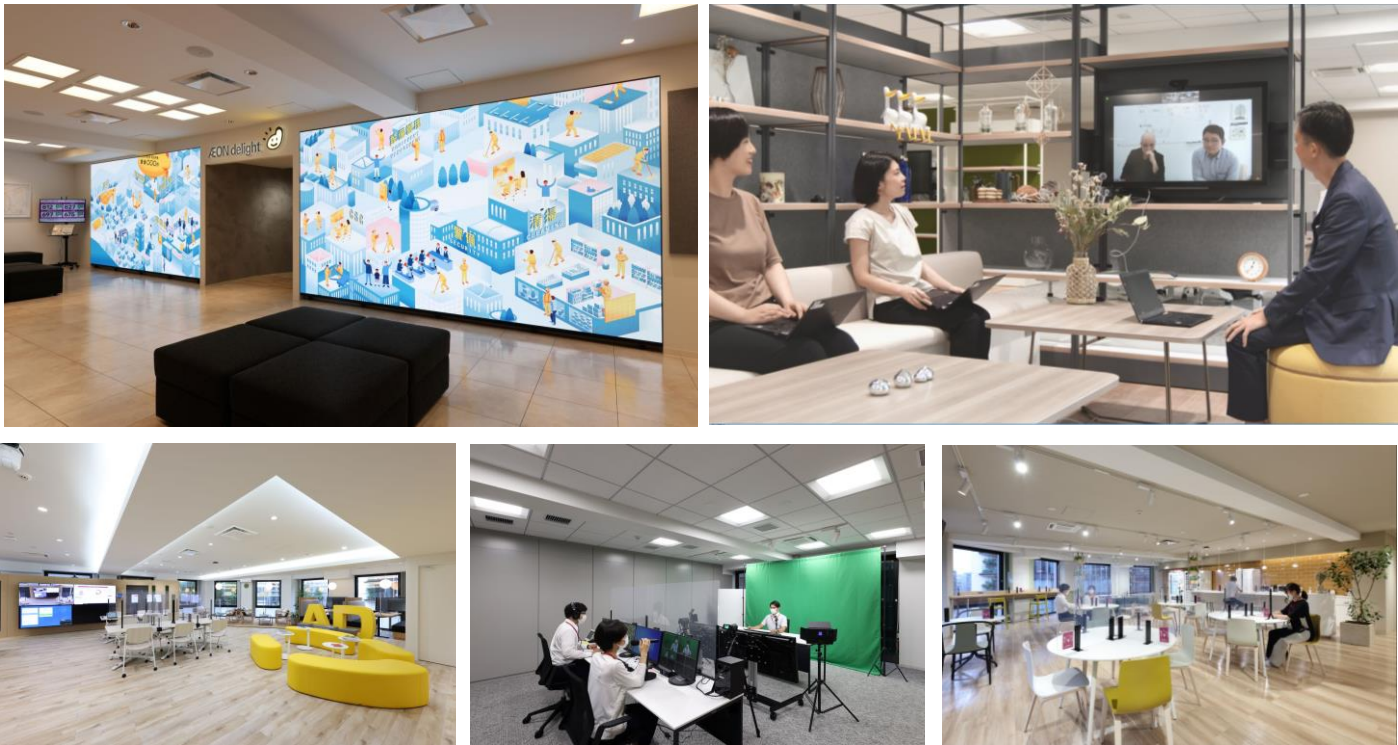


August 30, 2021
 AEON DELIGHT CO., LTD.
 (Securities Code: 9787 TSE1)

**BCP Measures, Environment Friendly, Introduction of DX
 New Headquarters Office Starts Operation
 Realizing Efficient Communication with All Locations**



AEON DELIGHT Co., Ltd. (Headquarters: Osaka City, Kazumasa Hamada, President & CEO and Group CEO; hereinafter “the Company”) will relocate its headquarters from Minamisemba Heart Building (Osaka City, Osaka) to Teito Kanda Building (Chiyoda Ward, Tokyo) and begin operations at the new headquarters on September 1, 2021. The relocation aims to centralize headquarters functions that were dispersed at Osaka, Tokyo, and Chiba and improve productivity by implementing work style reform.

The new headquarters has been renovated by the Company’s interior design division under the concept, “Active Work Design” that aims for employees to design their own work style in order to create an office environment that maximizes their potential. The result is a smart office where optimal work styles according to the work content and objective of each employee can be practiced.

The new headquarters is also always-on Internet connection with all eight regional offices in Japan to share real-time information. In addition, the communication environment has been enhanced throughout the building in order to ensure smooth communication with employees working remotely, such as teleworking from home and satellite offices. The system allows direct communication with various locations from anywhere in the building.

Furthermore, as the Company is engaged in facility management (hereinafter “FM”), it has leveraged the knowledge and knowhow accumulated through management and operation of a wide range of facilities to realize a center for dispatching information on the latest trends in FM, including BCP measures, environment friendliness, and DX.

■ **A smart office that practices Active Work Design**

— Various work areas that allow diverse work styles

- Free address workspace lets employees work at various types of desks



- Enhanced communication environment and work areas promote communication



- Focus zones designed for concentrating on work



— “Smart” work styles using office apps

Tasks such as booking desks and meeting rooms, visitor management and lighting adjustment can all be completed using smartphones, and a system is in place for a “smart” work style.

- Lighting adapted to biological rhythms (circadian rhythms) supports the employees' healthy lifestyles

With lighting controls that support biological rhythms, which are 24-hour cycles that are a part of the internal clock of most living things, the production of melatonin is optimized to improve ease of sleep, ensure sound sleep, and thereby support the healthy lifestyles of employees.

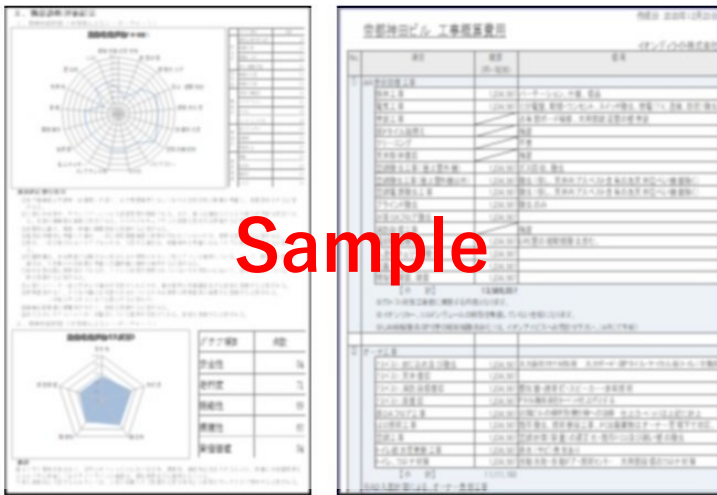


(Photo left) Daytime lighting
 (Photo right) Evening lighting
 Automatically controlled, with options for individual adjustment
 i.e.) White lights for clarity when reading documents. Warm lights for coming up with ideas such as brainstorming.

■ BCP measures are in place as an FM company delivering “safety and security” to customers

- Comprehensive building diagnosis conducted in advance

Prior to the relocation, a comprehensive building diagnosis was conducted for Teito Kanda Building. The knowledge and knowhow as an FM company were put to use to evaluate the building from various angles, such as earthquake resistance, deterioration condition of equipment, and BCP capabilities. In fact, issues related to usage were identified, and measures were implemented.



Sections from the diagnosis report
 The building owner and the leaseholder (the Company) identified and discussed issues in advance and carried out systematic investment.

- Securing a power source in case of an emergency

Emergency generators are installed on the rooftop to prepare for power outages in the event of a disaster. Dedicated power wiring was routed to enable continuous use of electricity by simply switching the wiring in case of an emergency.



- Small generators were installed from the perspective of location conditions, cost effectiveness and robustness

- Mobile batteries compatible with PCs, tablets, smartphones, and digital cameras are available on each floor



■ Environment-friendly office features

- Saving energy with automatic control of air conditioning using outside air

In addition to refurbishing the existing equipment, energy savings were achieved by automatically adjusting the intake of outside air with a system using sensors for indoor/outdoor temperature/humidity and CO₂ concentration management.

- Improved heating/cooling efficiency by affixing heat shield films

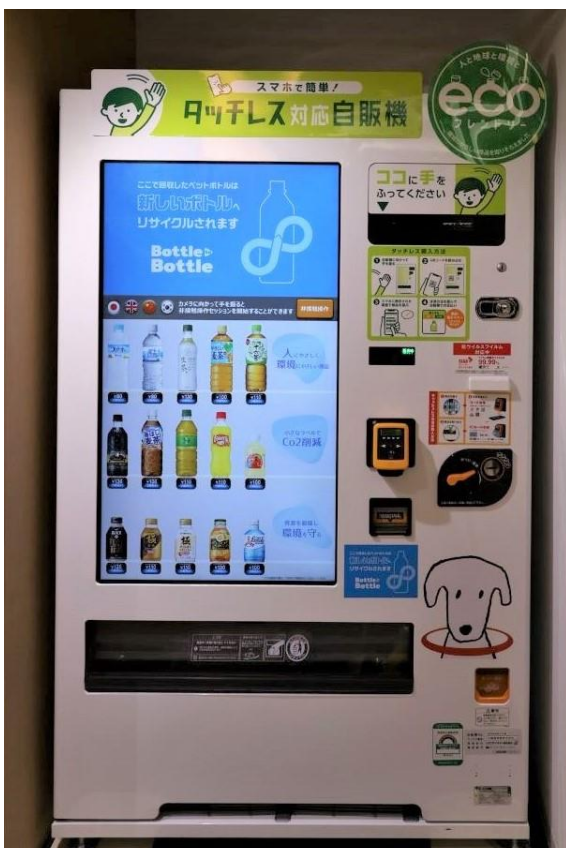
Heat shield films are affixed to the window glass on each floor. This improves heating/cooling efficiency to save energy. This is also expected to make the window glass shatterproof in the event of a disaster.

- Lighting system that adopts human-presence sensors detecting micro movements

The on/off switch for lights has adopted human-presence sensors that detect human movements measured in centimeters. It can automatically and accurately determine presence or non-presence by detecting subtle movements within the detection range. This has achieved optimal energy savings by avoiding situations like lights turning off all of a sudden or not turning off when there's no one there.

- Practicing “bottle to bottle” with touchless vending machines

Vending machines that accept touchless payment using smartphones are installed. In addition, the PET bottles collected by this vending machine are reused as new PET bottles through recycling (bottle to bottle).



- Implementation of infection control measures earned the WELL Health-Safety Rating*

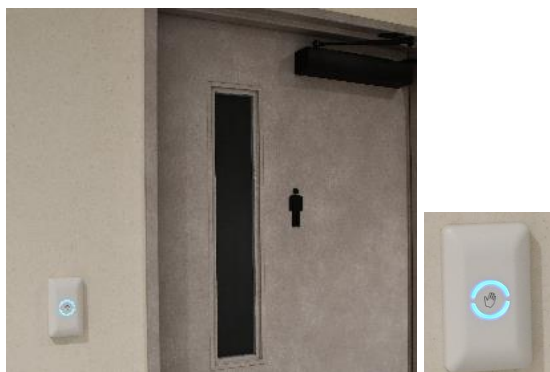
The new headquarters has not only installed alcohol hand sanitizers and acrylic partitions at various locations to prevent infection through contact and from droplets in the air, but other infection control measures to prevent the spread of COVID-19 are also in place, such as promoting ventilation using CO₂ sensors and non-contact measures using sensors for high contact frequency surfaces. These initiatives were highly evaluated and led to receiving the WELL Health-Safety Rating.

*WELL Health-Safety Rating is one of the WELL Certifications that rates a building’s environmental and energy performance and the health and comfort of users and is an international rating system formulated in response to the COVID-19 pandemic. For details, please refer to “AEON DELIGHT New Headquarters Office Receives WELL Health-Safety Rating for the First Time” dated August 19, 2021.

- Examples of infection control measures



The CO2 concentration, temperature and humidity for each location are displayed on CO2 concentration monitors (left) installed in 11 places throughout the building, and an alarm sounds and the light changes color when figures exceed the limit, sending an email urging the person in charge to ventilate. Employees can also check the CO2 concentration using an office app on their smartphones.



Non-contact light switches, automatic opening/closing of external doors to toilets and other measures are introduced for spots that come in contact with many employees. Sensors also grasp the availability of toilets on each floor, which is displayed on panels to guide employees to floors with vacancy and prevent congestion in the toilets.

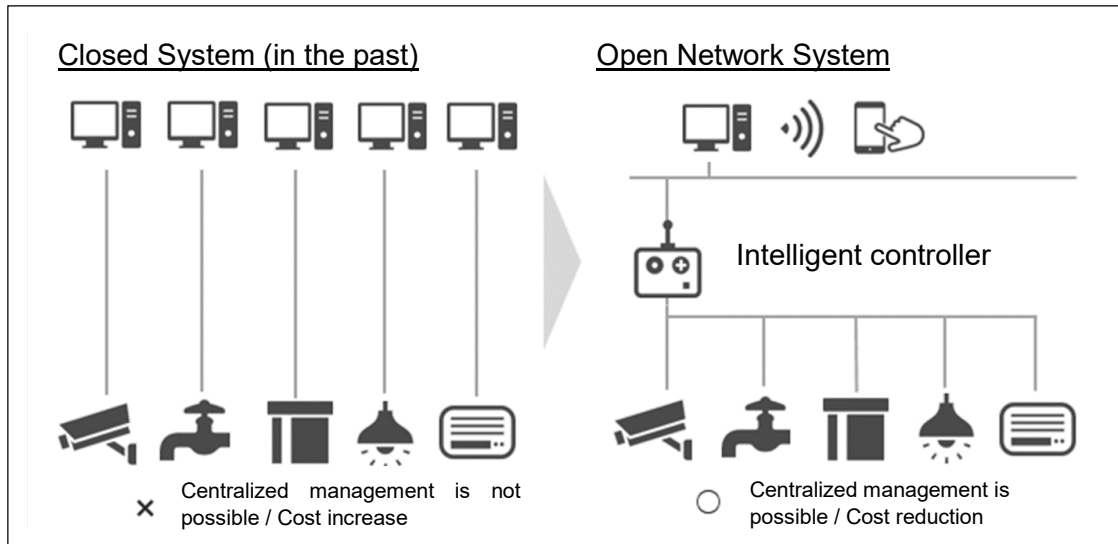


- Certificate for WELL Health-Safety Rating

■ Introduction of DX has realized a state-of-the-art office as an FM company

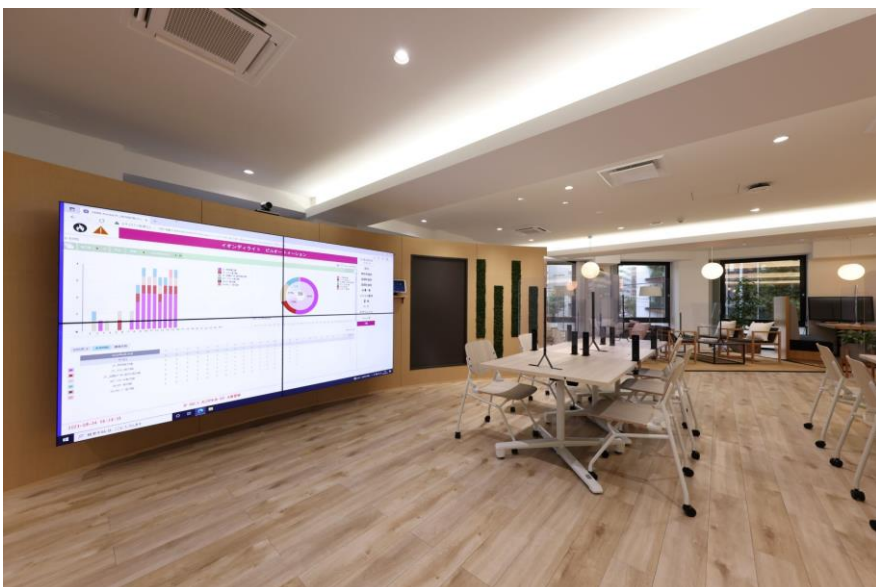
- Improved operational efficiency of various equipment with integrated control based on an open network system

The new headquarters uses common communication standards (open protocol) and has built an open network system that connects hardware, equipment, and software of various manufacturers on a network. Integrated control of various equipment such as air conditioners, lighting and heat sources has dramatically improved efficiency in equipment operation.



- Visualization of energy management

The use of an open network system has enabled the visualization of energy management carried out within the building. Prompt action is taken if an issue arises, and this aims to raise awareness on reducing environmental impact among the employees.



- The headquarters closest to the field with the networking of 8 regional offices in Japan
 - Establishing the AEON delight brand through business process management in the field –
- Since March 2021, the Company has launched operations of a Customer Support Center (hereinafter “CSC”) at all eight regional offices in Japan with an aim to practice the “Customer-First” policy. The CSCs remotely manage facilities in their respective areas, while assuming the function to aggregate customer information and requests.

The new headquarters houses the Kanto Regional Office CSC and is always-on connection with the other CSCs in Japan. As the headquarters office that always works closely with customers and is the closest to the field, headquarters divisions grasp the situation in the field in real-time, and a system is in place to provide quick response to various issues by experts in relevant fields. The Company will improve service quality and establish the AEON delight brand by developing a structure that allows for headquarters to carry out business process management of the regional offices and the field with greater precision.



- The Kanto Regional Office CSC. In the event of a disaster, it also serves as a backup function for the AD Solution Center, which is the crisis management center located in Osaka and Komaki in Japan.

■ Becoming a center for spreading information on the latest trends in FM

The new headquarters has a distribution studio and webinar room. The Company will utilize these functions to actively distribute information on the latest FM trends such as energy saving, BCP measures, infection control measures, and introduction of DX. Through these efforts, the Company will carry out branding of FM itself that offers effective solutions to current issues faced by corporations, such as productivity improvement, BCP measures, reduction of environmental impact, and health and productivity management.



- (Photo left) Distribution studio; (Photo right) Distributed on the large screen in the multi-purpose area.

The functions required of offices are changing in light of the COVID-19 pandemic. With the spread of telework, more corporations are expected to reduce their office size, introduce smart offices, and relocate headquarters to regional areas.

Amid this situation, the Company will showcase the new headquarters as an office filled with the latest FM trends, and actively provide customers with proposals on smart offices, relocation, and services that support the promotion of DX.

Overview of the new headquarters building



Building name: Teito Kanda Building
Address: 1-1-1, Kanda-Nishikicho, Chiyoda-ku,
Tokyo 101-0054
Access: Ogawamachi Station (4-min. walk)
Awajicho Station (6-min. walk)
Kanda Station (8-min. walk)

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